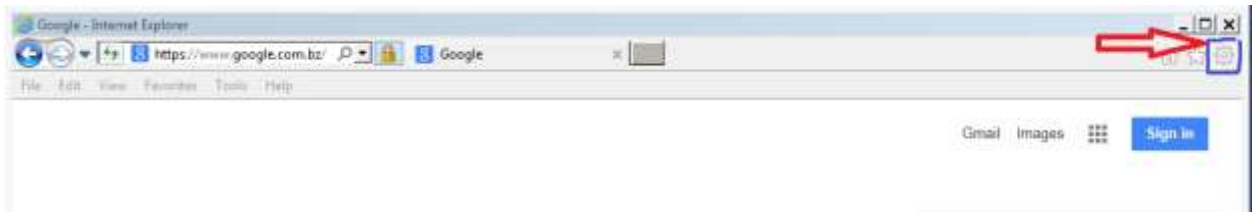# Receiving Secure Email
Department of Children & Families
Division of Child Protection & Permanency

If you are using Internet Explorer make sure you set your browser to compatibility mode with *.state.nj.us in trusted sites field. If you are using a different browser you can skip this step.
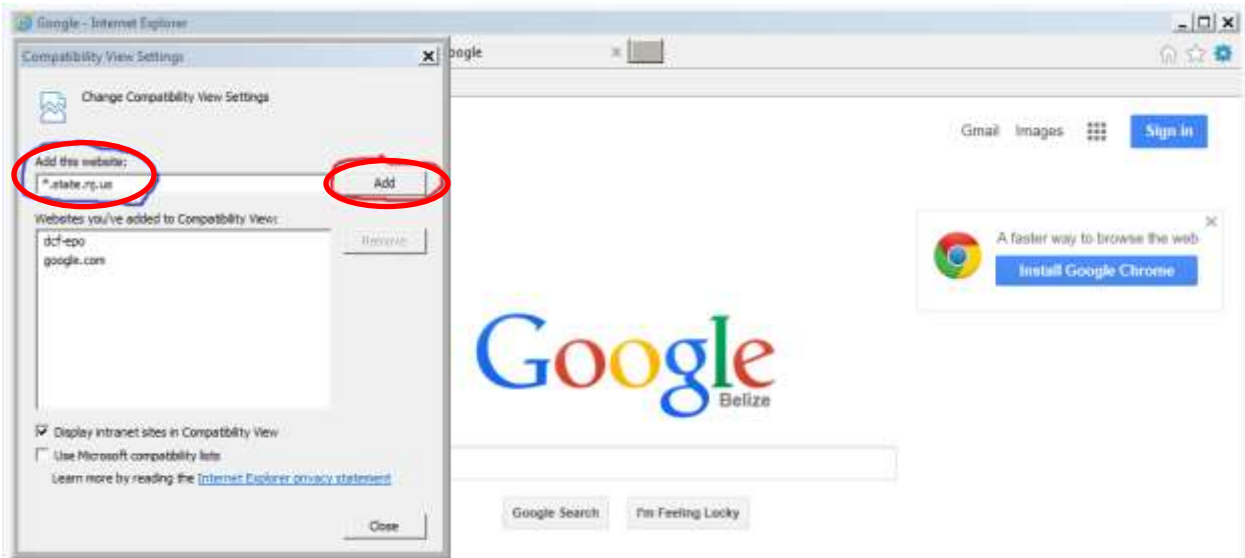
Setting Compatibility mode in IE:
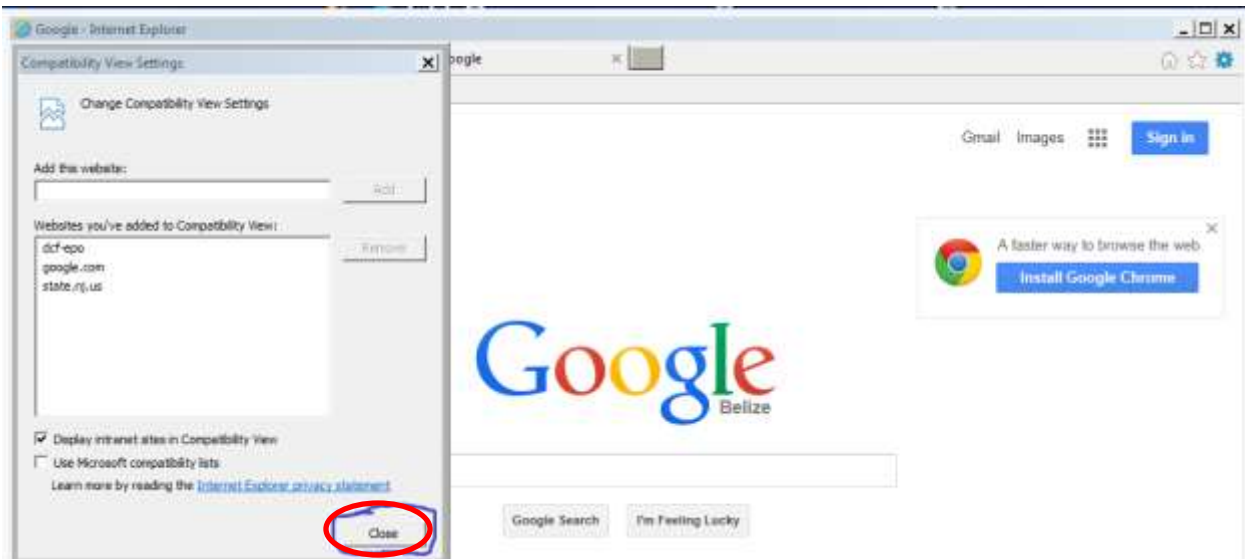
1. In Internet Explorer click on the "Tools" icon

2. Click "Compatibility View Settings"

3. Type in *.state.nj.us then click "ADD" button:

4. Click "Close" button:

Initial Secure Email Receipt

The recipient will receive the following 2 e-mails only when they receive their first email using this Secure Email method. Once the recipient creates their password they will not have to perform this step for subsequent secure emails received.

1. The recipient must click on the "Secure Web Mail: Welcome" message in order to register first.
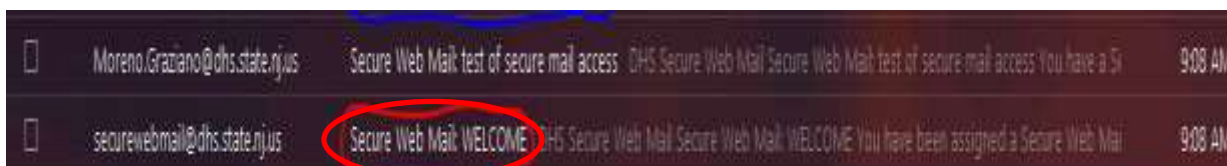
2. Once the recipient clicks the "Secure Web Mail: Welcome" message the screen below will appear.

   Click "Activate your personal account" link and create a password.

The password must be at least 8 characters with a minimum of one upper case letter, one lower case letter, one special character (e.g. !, @, #, $, %,&;),   and one number. e.g. Password4$
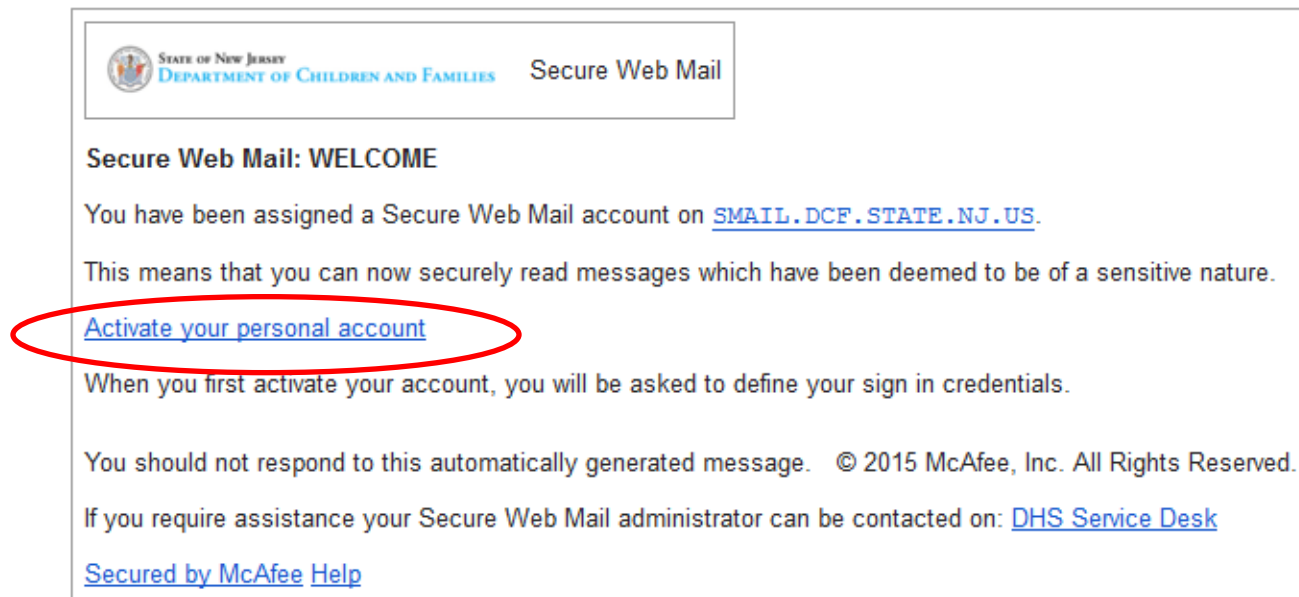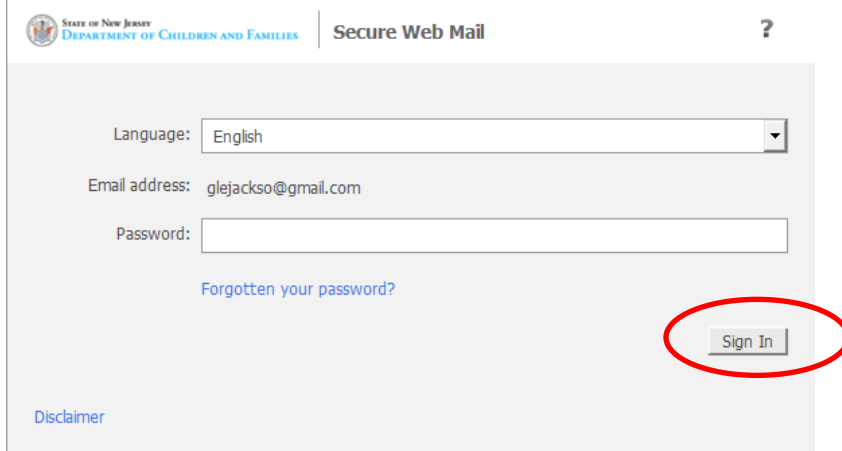
3. Once the recipient has completed the instructions and registration, the recipient will immediately see the following message waiting in their mailbox.

4. Open the above message and the screen below appears.
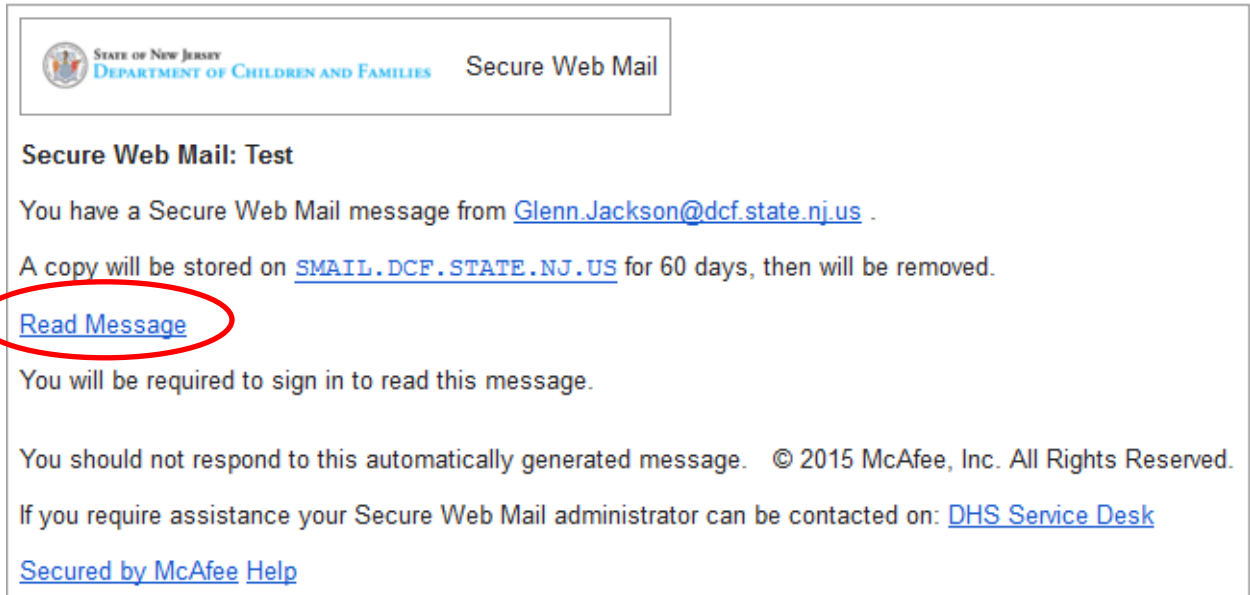   Click the "Sign in to your personal account" link.
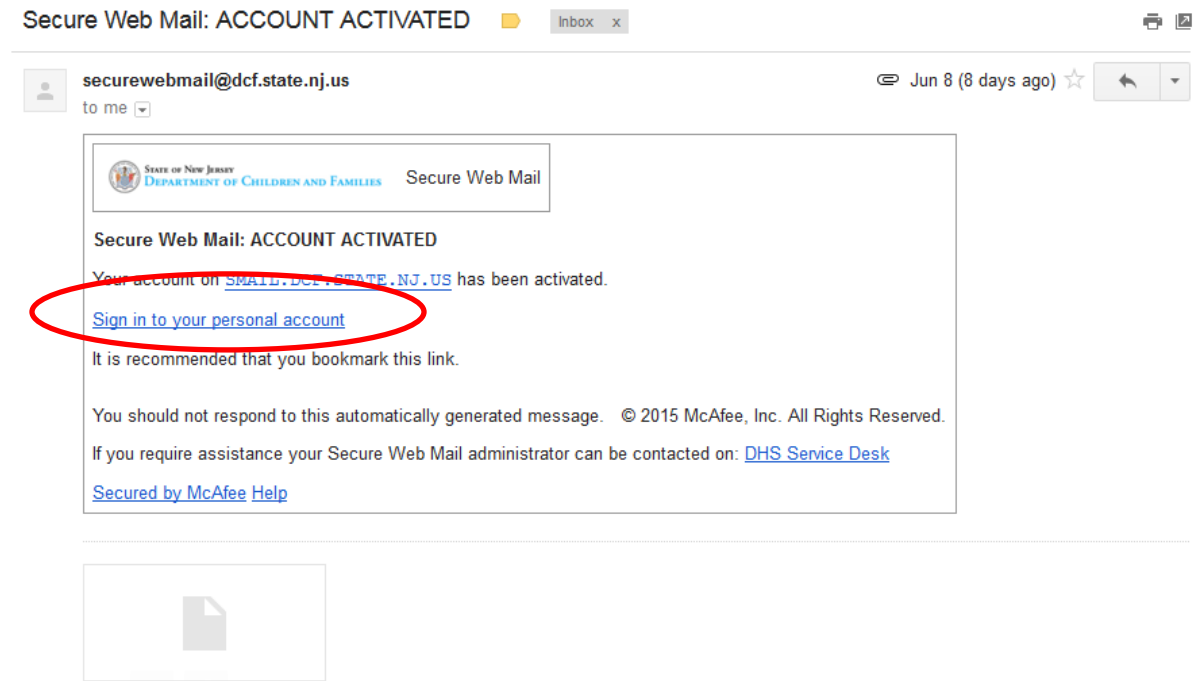
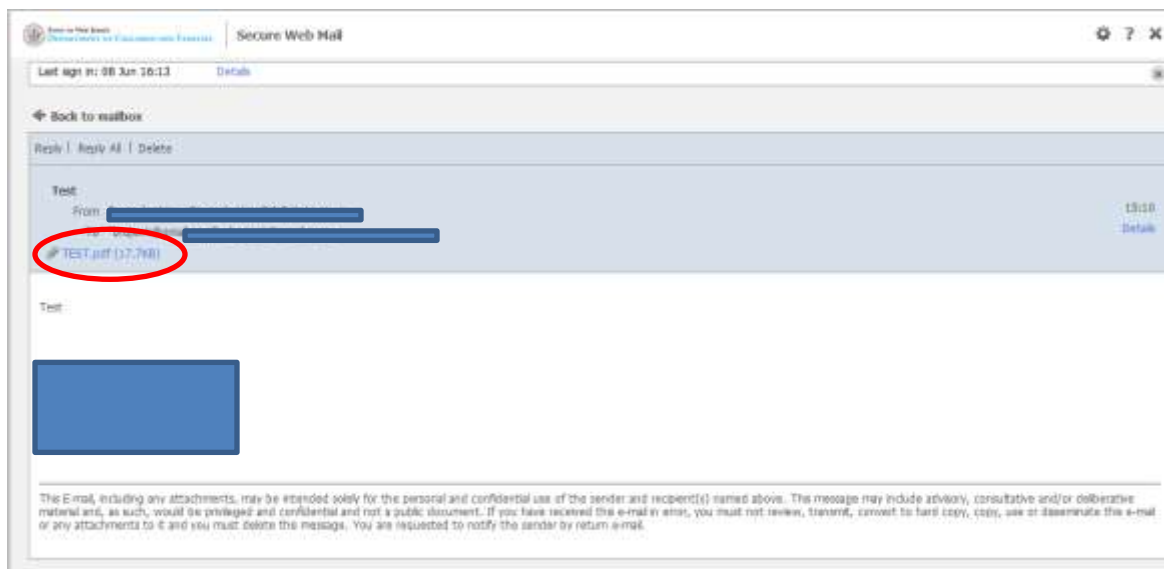5. Login with the password just created and click on Sign In

6. After the recipient clicks on "Sign In" their message will open.

   Click on "Read Message"

7. The email with the attached secured document will be displayed. Click on the attachment to open and save.

   Please note that this system is not meant to be a repository for recipients to save documents. Recipients must save all documents to their own data storage devices.